



## **Village Collections Procedures**

### **Procedures for Collecting Water/Sewer Bills:**

Pursuant to § 50.08 of the Village Code, residents with active accounts receive three water/sewer bills every twelve months. The water/sewer bill is due within 30 days of issuance. Village procedures related to collections are as follows:

1. If the water/sewer bill is not paid within 30 days of the bills issuance, it shall become delinquent and a penalty of 7%, compounded monthly, shall be added to the bill. A notice of delinquency and a second bill showing this amount will be sent to the address of the account.
2. If the water/sewer bill remains unpaid 40 days after the date of billing, a water termination notice is sent to the address on the account. The termination notice directs the consumer to submit full payment within 10 days of its issuance.
3. If the water/sewer bill remains unpaid 50 days after date of billing, a yellow water termination notice shall be posted on the front door of the premises served. The termination notice directs the consumer to submit full payment within ten days of its issuance.
4. If the water/sewer bill remains unpaid 60 days after the date of billing, a red water termination notice shall be posted on the front door of the premises served. The termination notice directs the consumer to submit full payment within three business days of its issuance.
5. If the water/sewer bill remains unpaid, three business day after the issuance of a red water termination notice, the Village Manager may direct Public Works to shut off the consumer's water.
6. Water will not be turned on again unless; payment of the balance due is made in full or, the resident enters into a payment plan approved by the Village Manager.
7. If the water/sewer bill remains unpaid after 65 days, the Village Manager may surrender the consumer's information, including the amount due, to an Illinois state agency and/or a collections agency. If the consumer's information is surrendered to a collections agency, the consumer shall pay any fees associated by the agency retained.

### **Appealing a Water/Sewer Bill**

Pursuant to § 50.08(E) and § 53.01(E) and of the Village Code, every termination notice must inform consumers that they have the right to appeal the bill and request a hearing. Village and consumer procedures for appealing a bill are as follows:

1. The consumer must submit a written appeal to the Village Manager, or his or her designee, within three business days after the date the termination notice was received. The written appeal must state the basis for the appeal.
2. Within three business days after receiving such an appeal, the Village Manager, or his or her designee, will schedule a hearing and send a notice of the date, time and location of the hearing to the consumer by U.S. mail. This notice must be mailed at least five days in advance of the hearing.
3. If the Village Manager or his or her designee fails to schedule a hearing within three days after receiving the initial notification of appeal, the resident shall either deliver a second notification of appeal to the Office of the Village Manager, via hand-delivery or a courier service (with signature confirmation by a Village employee).
4. The hearing will be conducted by a committee of two Village Trustees appointed as hearing officers by the Village President.
5. At the hearing, the consumer shall have the right to appear in person or through counsel and to present evidence in support of his or her appeal. The village may conduct its own investigation of the consumer's appeal and may present evidence with respect thereto at the hearing.
6. Within seven days of the conclusion of the hearing, the hearing officer(s) shall issue a final written order and send a copy of the order to the consumer by U.S. mail.
7. If the written order requires the consumer to pay, it shall contain all charges, penalties, fees or costs associated with water service and collections. It shall also include the date the consumer must pay by and the date which service will be terminated if full payment is not made.
8. If payment is not received by the date on the written order, the Village Manager may direct Public Works to shut off the water supply to the consumer's premises.
9. If the Village fails to conduct a hearing and issue a written order within the timeframes prescribed, the appeal shall be deemed sustained.

### **Final Water/Sewer Bill Collection Procedures:**

Village procedures related to collecting a final water/sewer bill are as follows:

1. Once a request to either stop water services or start water services for an address has been received, the Village shall send out a final bill stating the amount due for water consumed up to the given date on the start water services/stop water services form.
2. Final bills shall be sent to the address provided on the stop water service by the account holder via U.S. Mail.
3. If the bill remains unpaid within 30 days of original billing, the Village shall send a bill for the same amount to the address given.
4. If the bill remains unpaid after 65 days, the Village Manager may surrender the consumer's information, including the amount due, to an Illinois state agency and/or a collections agency. If the consumer's information is surrendered to a collections agency, the consumer shall pay any fees associated by the agency retained.

## **Final Refuse Bill Collections:**

Village procedures related to collections of final refuse are as follows:

1. The Village shall send a bill to the account holder at an address provided.
2. If the final refuse bill remains unpaid after 65 days, the Village Manager may surrender consumer's information, including the amount due, to the Illinois State Comptroller's Office for collections and/or a collections agency. If the consumer's information is surrendered to a collections agency, the consumer shall pay any fees associated by the agency retained

## **Appealing a Final Refuse Bill:**

Village and consumer procedures for appealing a bill are as follows:

1. The consumer must submit a written appeal to the Village Manager, or his or her designee, within 30 days after receiving a final bill. The written appeal must state the basis for the appeal.
2. Once the appeal is received, the Village Manager may grant or deny the appeal based on the written document provided by the appellant.
3. The Village Manager shall send a written decision to the appellant at the provided street address.

## **Procedures for Filing a Lien on Real Property:**

Pursuant to § 50.09 of the Village Code, the Village Manager may file a lien on real property if a water/sewer bill remains unpaid. The Village Manager may file a lien on real property if a refuse bill remains unpaid. Village procedures related to filing a lien are as follows:

1. If a water/sewer bill or refuse bill remains unpaid upon the expiration of 65 days after the date of the original bill for water service, the Village may file a statement of lien claim with the Recorder of Deeds.
2. If the occupant of the premises is not the owner, the Village shall mail notice of filing to the owner of the premises if his or her address is known.
3. The cost of any filing fees related to the lien shall become part of the total amount due to the Village.